

## **Pastoral Crisis Intervention:**

### **An Overview of Pastoral Crisis Intervention and Debriefing**

**Sponsored By**

[REDACTED]  
**Director**  
**Clergy Care & Leadership Development**

[REDACTED] **Conference of Seventh-Day Adventist Church**  
**P.O. Box 1230/ 2 Fairgrounds Road**  
[REDACTED]  
[REDACTED]

**Presenter**  
[REDACTED], Ph.D., D.D.  
**Certified Pastoral Counselor**

May 15, 2006 ✓

## Pastoral Crisis Intervention

There are five gospels of Jesus Christ -Matthew, Mark, Luke, John and you, the Christian. Many will never read the first four.

Gipsy Smith.

### **The urgent need for pastoral crisis intervention.**

Human suffering is universal and pervasive, but healing and recovery is unique; depending on the casualties' faith, mindset, and whether what they do is healthy or unhealthy. Though curing methods, including medication, can bring temporary relief and cure, the healing and wholeness cannot be completely achieved through them. Finding temporary relief from physical, mental and emotional pain is not healing, but anesthetizing.

When a crisis appears in one's life, it affects the whole person; one's physical, mental, social, and spiritual being. The human being cannot be separated from the part of him affected, not even in the healing process. Therefore in the healing and recovery process, the whole person must be involved. In search for healing, it is not only for the psychological, emotional, and physical cure - but also for relational and spiritual transformation.

"Psychological, social and political revolutions have not been able to transform the heart of darkness that lies deep in the breast of every human being. Amid a flood of self fulfillment, there is an epidemic of depression, suicide, personal emptiness, and escapism... So obviously the problem is a spiritual one. And so must be the cure." *The Spirit of the Discipline; Dallas Willard (1988).*

Therefore, when a person is in a crisis situation, the care of the whole person must be our mission, as it was by the great healer Jesus himself (*Luke 4:23*). "All praise to the God and Father of our Master, Jesus the Messiah! Father of all mercy! God of all healing counsel! He comes alongside us when we go through hard times, and before you know it, he brings us alongside someone else who is going through hard times so that we can be there for that person just as God was there for us. We have plenty of hard times that come from following the Messiah, but no more so than the good times of his healing.

comfort--we get a full measure of that, too." 2 Corinthians 1:3-5 (The Message)

There is a great need in our community for spiritual leaders who can thoughtfully bring healing and wholeness to those in crisis. This has become very urgent need because of steady growth in crisis in and around us. The healing ministry is a call from God, and anyone though becoming a healer for the wounded soul, may answer this call. Therefore after you go through this initial training, restudy the material, think, reflect, pray, listen to your self and God. Discover your calling from God.

"Give me the power, dear Lord, to speak the truth straightforwardly and yet acceptably, so that they all may be built up in faith, hope, and love... Teach me therefore, sweet Lord, how to restrain the restless, comfort the discouraged, and support the weak. Teach me to suit myself to everyone according to his nature, character, and disposition, according to his power of understanding or lack of it, as time and place require". A prayer by Aelred, the abbot of the Rievaulx in Yorkshire, England.

*told to  
underline  
for emphasis*

*upward &  
Tolera&ndash;  
//*

Do you have a calling to be a healer in your social and faith community?

### **Pastoral crisis intervention: psychological and spiritual first aid**

Definitions: the difference between trauma, crisis, disaster and stress.

- A. Trauma:** An abnormal event causing shock to whole being of the person; bodily, emotionally, socially and spiritually.
- B. Crisis:** An intense time of difficulty in a critical incident that could determine a good or bad outcome.
- C. Disaster:** An unexpected event that causes human suffering that the victims cannot alleviate without assistance.
- D. Stress:** A psychological and physical condition that causes mental, emotional, physical, and spiritual tension.

## The Relationship between Stress, Worry and Anxiety.

Stress, worry and anxiety are anomaly in the same continuum. However, each of them differs in a number of ways.

**Stress →→→ Worry →→→ Anxiety →→**

### A. Stress:

- Great pressure, force, strain, demands.
- Causes physical, psychological, social and spiritual tension.
- **Stressor:** A specific event or condition that challenges or threatens causing stress {physical, psychological, social and spiritual tension.} it is a condition that challenges or forces a person to adjust or adapt to the environment.

### B. Worry:

- Being uneasy, troubled, or mildly anxious.
- It is controllable.
- Items of chronic worry: family, finance, work, and personal issues.
- Possibly personality issues. (~~mental illness~~)

### C. Anxiety:

- Worrying excessively about things in life.
- Uncontrollable.
- Usually no object involved, whereas in **fear**, an object is involved.

*"Pastors are heal  
Not equipped to deal  
with Anxiety"  
we must seek  
professional / MH people*

## Healing connection between psychological and spiritual intervention.

In the healing process, spirituality has been purposely disregarded in the past. However, most of the medical and mental health care institutions are somewhat open minded with involving spirituality in the process of healing. Researches done by the respected educational institution such as Harvard and Duke have proved that spirituality plays a significant role in the healing process. Consequently, we could candidly experience the mental and emotional health care agents by embracing and allowing spirituality to be a part of the healing process. Therefore they recognize the professional clergies who have training in the psychological discipline as healing agents. The pastoral caregivers

*theological training is not adequate preparation  
for disaster*

are called to be healing agents of God, "The Spirit of the Sovereign LORD is upon me, because the LORD has appointed me to bring good news to the poor. He has sent me to comfort the brokenhearted and to announce that captives will be released and prisoners will be freed. He has sent me to tell those who mourn that the time of the LORD's favor has come." Isaiah 61:1-2 (New Living Translation)

Today the healthcare institution have begun to accept the fact that their customers believe that God created them as a whole person, He did not put together as parts of an unrelated system. "I will praise You, for I am fearfully *and* wonderfully made; Marvelous are Your works, And *that* my soul knows very well." Psalm 139:14 (New King James Version). The healthcare system has greater awareness that when a person experience difficulty in his body, he also automatically experience distress in his mental, emotional, social and spiritual being. Therefore at the heart of any healing, the Creator of the body has to be part of it. The good news is that Jesus is in the midst of healing and wholeness. Therefore, we as his healing agents have the opportunity to bring His presence into the lives of the people who experience medical, physiological and psychological issues both in common medical and crisis situations. Let us remember the first rule of spiritual care in the healing ministry is the same as medical and psychological intervention- ***do no harm***, and the second is ***self-care*** for the healer.

### **Biblical examples of crisis and spiritual intervention**

**Crisis:** Violence Against women

#### **Quick Reminder: Using Scriptures**

**Exegesis:** To carefully study scripture and to discover the original, intended meaning of any passages we might use.

**Hermeneutics:** To determine and apply them to speak to our day to day lives.

## Group Discussion

1. Describe the Critical Incident
2. Describe the victim's psychological and spiritual reactions
3. Describe the pastoral interventions for restoration

## Genesis 34 (The Message)

1One day Dinah, the daughter Leah had given Jacob, went to visit some of the women in that country. 2Shechem, the son of Hamor the Hivite who was chieftain there, saw her and raped her. 3Then he felt a strong attraction to Dinah, Jacob's daughter, fell in love with her and wooed her. 4Shechem went to his father Hamor, "Get me this girl for my wife."

5Jacob heard that Shechem had raped his daughter Dinah, but his sons were out in the fields with the livestock so he didn't say anything until they got home.

6Hamor, Shechem's father, went to Jacob to work out marriage arrangements. 7Meanwhile Jacob's sons on their way back from the fields heard what had happened. They were outraged, explosive with anger. Shechem's rape of Jacob's daughter was intolerable in Israel and not to be put up with.

8Hamor spoke with Jacob and his sons, "My son Shechem is head over heels in love with your daughter--give her to him as his wife. 9Intermarry with us. Give your daughters to us and we'll give our daughters to you. 10Live together with us as one family. Settle down among us and make yourselves at home. Prosper among us."

11Shechem then spoke for himself, addressing Dinah's father and brothers: "Please, say yes. I'll pay anything. 12Set the bridal price as high as you will--the sky's the limit! Only give me this girl for my wife."

13Jacob's sons answered Shechem and his father with cunning. Their sister, after all, had been raped. 14They said, "This is impossible. We could never give our sister to a man who was uncircumcised. Why, we'd be disgraced. 15The only condition on which we can talk business is if all your men become circumcised like us. 16Then we will freely exchange daughters in marriage and make ourselves at home among you and become one big, happy family. 17But if this is not an acceptable condition, we will take our sister and leave."

18That seemed fair enough to Hamor and his son Shechem.

19The young man was so smitten with Jacob's daughter that he proceeded to do what had been asked. He was also the most admired son in his father's family.

20So Hamor and his son Shechem went to the public square and spoke to the town council: 21"These men like us; they are our friends. Let them settle down here and make themselves at home; there's plenty of room in the country for them. And, just think, we can even exchange our daughters in marriage. 22But these men will only accept our invitation to live with us and become one big family on one condition, that all our males become circumcised just as they themselves are. 23This is a very good deal for us--these people are very wealthy with great herds of livestock and we're going to get our

hands on it. So let's do what they ask and have them settle down with us."

24Everyone who was anyone in the city agreed with Hamor and his son, Shechem; every male was circumcised.

25Three days after the circumcision, while all the men were still very sore, two of Jacob's sons, Simeon and Levi, Dinah's brothers, each with his sword in hand, walked into the city as if they owned the place and murdered every man there. 26They also killed Hamor and his son Shechem, rescued Dinah from Shechem's house, and left. 27When the rest of Jacob's sons came on the scene of slaughter, they

looted the entire city in retaliation for Dinah's rape. 28Flocks, herds, donkeys, belongings--everything, whether in the city or the fields--they took. 29And then they took all the wives and children captive and ransacked their homes for anything valuable.

30Jacob said to Simeon and Levi, "You've made my name stink to high heaven among the people here, these Canaanites and Perizzites. If they decided to gang up on us and attack, as few as we are we wouldn't stand a chance; they'd wipe me and my people right off the map."

31They said, "Nobody is going to treat our sister like a whore and get by with it."

## God brings healing and wholeness

### Example 1: Ezekiel 37(The Message)

#### Breath of Life

1GOD grabbed me. GOD's Spirit took me up and sat me down in the middle of an open plain strewn with bones. 2He led me around and among them--a lot of bones! There were bones all over the plain--dry bones, bleached by the sun.

3He said to me, "Son of man, can these bones live?" I said, "Master GOD, only you know that."

4He said to me, "Prophecy over these bones: 'Dry bones, listen to the Message of GOD!'" 5GOD, the Master, told the dry bones, "Watch this: I'm bringing the breath of life to you and you'll come to life. 6I'll attach sinews to you, put meat on your bones, cover you with skin, and breathe life into you. You'll come alive and you'll realize that I am GOD!"

7I prophesied just as I'd been commanded. As I prophesied, there was a sound and, oh, rustling! The bones moved and came together, bone to bone. 8I kept watching. Sinews formed, then muscles on

the bones, then skin stretched over them. But they had no breath in them.

9He said to me, "Prophecy to the breath. Prophecy, son of man. Tell the breath, 'GOD, the Master, says, Come from the four winds. Come, breath. Breathe on these slain bodies. Breathe life!'" 10So I prophesied, just as he commanded me. The breath entered them and they came alive! They stood up on their feet, a huge army.

11Then God said to me, "Son of man, these bones are the whole house of Israel. Listen to what they're saying: 'Our bones are dried up, our hope is gone, there's nothing left of us.' 12Therefore, prophesy. Tell them, 'GOD, the Master, says: I'll dig up your graves and bring you out alive--O my people! Then I'll take you straight to the land of Israel. 13When I dig up graves and bring you out as my people, you'll realize that I am GOD. 14I'll breathe my life into you and you'll live. Then I'll lead you straight back to your

land and you'll realize that I am GOD. I've said it and I'll do it. GOD's Decree.'

## The post traumatic disorder and its consequences.

### Description of Traumatic Incidents, and Victims Reactions

"Psychological trauma is an affliction of the powerless. At the moment of trauma, the victim is rendered helpless by overwhelming force... Traumatic events overwhelm the ordinary systems of care that gives people a sense of control, connection and meaning." Trauma and Recovery (1992) p.32.

- ◆ The traumatic event is something extraordinary, not within the range of typical human range of experience.
- ◆ The *intensity of the reaction* of the traumatic incidents depend on several factors:
  - severity of the event
  - persistence of the event
  - extent of exposure
  - Interpretation
  - Meaning

### Typical reactions to trauma

Not everyone experiences the same set of responses to trauma, but people typically experience reactions that fall into four basic categories. Here are some reactions that victims may be experiencing:

#### Psychological and Emotional

- Heightened anxiety or fear
- Irritability, restlessness, or over excitability
- Feelings of sadness, moodiness, more crying than usual
- Feelings of helplessness or hopelessness
- Feelings of numbness or detachment
- "Survivor guilt", or feelings of self-blame that you escaped the tragedy
- Re-experiencing of the traumatic event, possibly including:
  - intrusive thoughts or images of the event
  - distressing dreams or nightmares
  - flashbacks about the event
  - distress when exposed to events that remind the victim of the trauma
- Feelings of estrangement or isolation from others

- Hyper vigilance (feelings especially attuned to events around the victims, scanning the surrounding environment for possible danger)

### Cognitive

- Difficulty concentrating
- Feeling confused or distracted, slower thought than normal

### Physical

- Headaches
- Nausea or upset stomach
- Exaggerated startle response (tendency to startle easily at loud noises)
- Fatigue or feeling slowed down

### Behavioral

- Hyperactivity, or less activity
- Heightened tendency to behave irritably
- Withdrawal, social isolation
- Avoidance of activities or places that remind you of the traumatic event
- Insomnia
- Strong need to talk about the event, read accounts about the event

You may recognize victims as experiencing some of the above reactions. Remember to remind them that their response is normal. Immediately following traumatic event victims will probably feel disrupted, dazed, and somewhat confused. Victims will not behave as they typically would. It is important to take care of the victims as best we can.

### Traumatic critical incidents in the Bible:

In the old testaments, we can find numerous critical incidents of traumatic experiences that families went through. The first family had a critical incident- traumatic experience. Let us examine their post traumatic consequences.

Genesis 3:1-24

### Group Discussion

1. Describe the Critical Incident
2. Describe the victim's psychological and spiritual reactions
3. Describe the pastoral interventions for restoration

**Genesis 3*****Crisis:The Fall of Man***

1 Now the serpent was more crafty than any of the wild animals the LORD God had made. He said to the woman, "Did God really say, 'You must not eat from any tree in the garden'?"

2 The woman said to the serpent, "We may eat fruit from the trees in the garden, but God did say, 'You must not eat fruit from the tree that is in the middle of the garden, and you must not touch it, or you will die.'"

4 "You will not surely die," the serpent said to the woman. 5 "For God knows that when you eat of it your eyes will be opened, and you will be like God, knowing good and evil."

6 When the woman saw that the fruit of the tree was good for food and pleasing to the eye, and also desirable for gaining wisdom, she took some and ate it. She also gave some to her husband, who was with her, and he ate it. 7 Then the eyes of both of them were opened, and they realized they were naked; so they sewed fig leaves together and made coverings for themselves.

8 Then the man and his wife heard the sound of the LORD God as he was walking in the garden in the cool of the day, and they hid from the LORD God among the trees of the garden. 9 But the LORD God called to the man, "Where are you?"

10 He answered, "I heard you in the garden, and I was afraid because I was naked; so I hid."

11 And he said, "Who told you that you were naked? Have you eaten from the tree that I commanded you not to eat from?"

12 The man said, "The woman you put here with me—she gave me some fruit from the tree, and I ate it."

13 Then the LORD God said to the woman, "What is this you have done?" The woman said, "The serpent deceived me, and I ate."

14 So the LORD God said to the serpent, "Because you have done this, "Cursed are you above all the livestock and all the wild animals! You will crawl on your belly and you will eat dust all the days of your life.

15 And I will put enmity between you and the woman, and between your offspring <sup>[a]</sup> and hers; he will crush <sup>[b]</sup> your head, and you will strike his heel."

16 To the woman he said, "I will greatly increase your pains in childbearing; with pain you will give birth to children. Your desire will be for your husband, and he will rule over you."

17 To Adam he said, "Because you listened to your wife and ate from the tree about which I commanded you, 'You must not eat of it,'

"Cursed is the ground because of you; through painful toil you will eat of it all the days of your life.

18 It will produce thorns and thistles for you, and you will eat the plants of the field.

19 By the sweat of your brow you will eat your food until you return to the ground, since from it you were taken; for dust you are and to dust you will return."

20 Adam <sup>[c]</sup> named his wife Eve, <sup>[d]</sup> because she would become the mother of all the living.

21 The LORD God made garments of skin for Adam and his wife and clothed them. 22 And the LORD God said, "The man has now become like one of us, knowing good and evil. He must not be allowed to reach out his hand and take also from the tree of life and eat, and live forever." 23 So the ✓ LORD God banished him from the Garden

of Eden to work the ground from which he had been taken. 24 After he drove the man out, he placed on the east side [+] of the Garden of Eden cherubim and a flaming sword flashing back and forth to guard the way to the tree of life.

### **Spiritual trauma in the traumatic experience:**

1. Loss of meaning
2. Loss of innocence
3. Feelings of shame and doubt
4. Denial and secrecy
5. Physical and emotional symptoms: Anger, guilt, fear, grief and sorrow.
6. Death

### **Two big principles in the healing process:**

1. Confession
2. Forgiveness

### **EXAMPLE: Psalm 77 (The Message)**

1 I yell out to my God, I yell with all my might, I yell at the top of my lungs. He listens. 2 I found myself in trouble and ✓ went looking for my Lord; my life was an open wound that wouldn't heal.

When friends said, "Everything will turn out all right," I didn't believe a word they said.

3 I remember God--and shake my head. I bow my head--then wring my hands.

4 I'm awake all night--not a wink of sleep; I can't even say what's bothering me.

5 I go over the days one by one, I ponder the years gone by.

6 I strum my lute all through the night, wondering how to get my life together.

7 Will the Lord walk off and leave us for good? Will he never smile again?

8 Is his love worn threadbare?

Has his salvation promise burned out?

9 Has God forgotten his manners? Has he angrily stalked off and left us?

10 "Just my luck," I said. "The High God goes out of business just the moment I need him."

11 Once again I'll go over what GOD has ✓ done, lay out on the table the ancient wonders;

12 I'll ponder all the things you've accomplished, and give a long, loving look at your acts. 13 O God! Your way is holy!

No god is great like God!

14 You're the God who makes things happen; you showed everyone what you can do-- 15 You pulled your people out of the worst kind of trouble, rescued the children of Jacob and Joseph.

16 Ocean saw you in action, God, saw you and trembled with fear; Deep Ocean was scared to death.

17 Clouds belched buckets of rain, Sky exploded with thunder, your arrows flashing this way and that.

18 From Whirlwind came your thundering voice, Lightning exposed the world, Earth reeled and rocked.

19 You strode right through Ocean,  
walked straight through roaring Ocean,  
but nobody saw you come or go.

20 Hidden in the hands of Moses and  
Aaron, You led your people like a flock of  
sheep.

**When you bring hope and healing to victims, god is closer than you think.**

### Debriefing in the pastoral crisis intervention:

Debriefing is a big part of the pastoral crisis intervention. The Objective of debriefing is **Ventilation- Ventilative Confession**.

(Psychological/MH: Very  
Spiritual = Confession  
Brought both together)

#### Four basic human needs to remember:

1. Attention
2. Acknowledgment
3. Affection
4. Acceptance

#### During the time they tell their painful story or incident:

1. Allow them to speak freely
2. Normalize the feelings
3. Provide support
4. Positive listening
5. Educational *Send to an MH official professional counselor*
6. Referral *- Trained psychologist*

The first thing you have to do in the debriefing is **introduce yourself**.

- I am a pastor working as a chaplain/debriefer.

\* Add = "I AM here with those who are professionally trained psychologists & mental health professionals". "Pastors can't handle all MH situations"

#### Possible questions that can be used to debrief

(Please use them appropriately and adopt them according to the incidents)

#### Debriefing Questions:

##### Fact Phase:

- Who are you?
- What was your role?
- What did you do?
- Where were you?
- What was going on?
- What did you notice?

- What did you see-hear-smell-feel?
- What did not make sense to you?
- What do you feel you need to express?

**Thought Phase:**

- What was your first thought?
- What did you think?
- What was going on in your head? - *IN YOUR MIND?*
- How did you know this was a bad event?
- What was the most significant thing about this event?

**Reaction Phase:**

- What was it like for you?
- How did you react?
- Have you ever felt this way before?
- What made it different/unusual?

**Things to remember in healthy pastoral intervention**

**Listening** to the victims is the most central in the ministry of presence when we are involved in crisis and non-crisis intervention.

**But I don't know what to say!**

Exodus 4:10-12

10 Moses said to the LORD, "O Lord, I have never been eloquent, neither in the past nor since you have spoken to your servant. I am slow of speech and tongue." 11 The LORD said to him, "Who gave man his mouth? Who makes him deaf or mute? Who gives him sight or makes him blind? Is it not I, the LORD? 12 Now go; I will help you speak and will teach you what to say."

**Victims are in need of your C.A.L.L.**

- Comfort and Compassion
- A warm touch
- Listening ears
- Lifting their spirits

**Healthy Statements that could be used in your listening:**

1. I am so sorry this happened to you
2. I am so sorry
3. It is harder than most people think
4. I will try my best to listen, please tell me
5. It is OK to cry
6. I am so sorry, it must be very painful

**Unhealthy Statements that should not be used in listening:**

1. I know how you feel
2. Time will heal all wounds
3. I understand

4. You will get over it
5. I know what you mean

### **Unhealthy God talk – Must be avoided**

1. It must be his time/her time
2. Someday you will understand why
3. It was actually a blessings because
4. God must have needed him/her more than you
5. God never gives us more than we can handle

### **Do's and Don'ts of Listening**

#### Do's: Healthy to practice

1. Try to maintain eye contact.
2. Let the victim set his or her own pace.
3. Listen to the verbal and non-verbal messages.  
*{Words 7%-Tone of Voice 38%- Body Language 58%}*
4. Be aware of your own verbal and non-verbal messages.
5. Try to give full attention.
6. Ask question to clarify.

#### Don'ts: Beware, these are not healthy to do

1. Don't look around and get distract.
2. Don't interrupt the victims when talking.
3. Don't finish their statements.
4. Don't talk excessively about yourself.
5. Don't pretend as you know all.
6. Don't look horrified when listening.
7. Don't prepare to leave while listening.
8. Don't make hasty judgments-interpretation.



### **Healing scripture and prayer in the pastoral crisis intervention**

During a time of crisis people do go through a "crisis of their faith." Sometime quick mention of God and scripture may not be helpful. As we all know the Scripture has been used to oppress, dominate and at the same time for healing and reconciliation- renewing of relationship with God and people. If the pastor senses it is appropriate to use scripture and prayer, it must carefully done for healing of the victims not to uphold pastoral authority.

- > Allow the people to discover their own way to God.
- > Good Pastors allow clients to find their own way —
- > We need less scripture & more love, tolerance, genuine faith

Sometimes the Pastors find the story of Job as a convenient passage to refer to show ultimate reward for suffering. Let us not forget the passage gives a picture that God allows pain or inflicting pain as a test of faith. So this passage may not be the one to lift the spirit and bring hope of healing.

### **Healing is possible by patience, persistence and prayer.**

#### **Some of the scripture that may be helpful are:**

##### **Psalm 9:9 (New International Version)**

The LORD is a refuge for the oppressed, a stronghold in times of trouble.

##### **Psalm 13:2 (New International Version)**

How long must I wrestle with my thoughts and every day have sorrow in my heart? How long will my enemy triumph over me?

##### **Psalm 28:1, 2, 6 & 7 (New International Version)**

1 To you I call, O LORD my Rock; do not turn a deaf ear to me. For if you remain silent, I will be like those who have gone down to the pit.

2 Hear my cry for mercy as I call to you for help, as I lift up my hands toward your Most Holy Place.

6 Praise be to the LORD, for he has heard my cry for mercy.

7 The LORD is my strength and my shield; my heart trusts in him, and I am helped. My heart leaps for joy and I will give thanks to him in song.

##### **Psalm 30:1-3 (New International Version)**

I will exalt you, O LORD, for you lifted me out of the depths and did not let my enemies gloat over me. O LORD my God, I called to you for help and you healed me. O LORD, you brought me up from the grave you spared me from going down into the pit.

##### **Psalm 103:10 (New International Version)**

He does not treat us as our sins deserve or repay us according to our iniquities. (*God does not bring suffering because of their sin*)

##### **Isaiah 44:22 (New International Version)**

I have swept away your offenses like a cloud, your sins like the morning mist.

Return to me, for I have redeemed you."

##### **Isaiah 43:25 (New International Version)**

"I, even I, am he who blots out your transgressions, for my own sake, and remembers your sins no more.

##### **Micah 7:19 (New International Version)**

You will again have compassion on us; you will tread our sins underfoot and hurl all our iniquities into the depths of the sea.

## Group Discussion:

4. Describe the Critical Incident
5. Describe the victim's psychological and spiritual reactions
6. Describe the pastoral interventions for restoration

### 1 Kings 19

1Ahab reported to Jezebel everything that Elijah had done, including the massacre of the prophets. 2Jezebel immediately sent a messenger to Elijah with her threat: "The gods will get you for this and I'll get even with you! By this time tomorrow you'll be as dead as any one of those prophets."

3When Elijah saw how things were, he ran for dear life to Beersheba, far in the south of Judah. He left his young servant there 4and then went on into the desert another day's journey. He came to a lone broom bush and collapsed in its shade, wanting in the worst way to be done with it all--to just die. "Enough of this, GOD! Take my life--I'm ready to join my ancestors in the grave!" 5Exhausted, he fell asleep under the lone broom bush.

Suddenly an angel shook him awake and said, "Get up and eat!"

6He looked around and, to his surprise, right by his head were a loaf of bread baked on some coals and a jug of water. He ate the meal and went back to sleep.

7The angel of GOD came back, shook him awake again, and said, "Get up and eat some more--you've got a long journey ahead of you."

8He got up, ate and drank his fill, and set out. Nourished by that meal, he walked forty days and nights, all the way to the mountain of God, to Horeb. 9When he got there, he crawled into a cave and went to sleep.

Then the word of GOD came to him: "So Elijah, what are you doing here?"

10"I've been working my heart out for the GOD-of-the-Angel-Armies," said Elijah. "The people of Israel have abandoned your covenant, destroyed the places of worship, and murdered your prophets. I'm the only one left, and now they're trying to kill me."

11Then he was told, "Go, stand on the mountain at attention before GOD. GOD will pass by."

A hurricane wind ripped through the mountains and shattered the rocks before GOD, but GOD wasn't to be found in the wind; after the wind an earthquake, but GOD wasn't in the earthquake; 12and after the earthquake fire, but GOD wasn't in the fire; and after the fire a gentle and quiet whisper.

13When Elijah heard the quiet voice, he muffled his face with his great cloak, went to the mouth of the cave, and stood there. A quiet voice asked, "So Elijah, now tell me, what are you doing here?" 14Elijah said it again, "I've been working my heart out for GOD, the GOD-of-the-Angel-Armies, because the people of Israel have abandoned your covenant, destroyed your places of worship, and murdered your prophets. I'm the only one left, and now they're trying to kill me."

15GOD said, "Go back the way you came through the desert to Damascus. When you get there anoint Hazael: make him king over Aram. 16Then anoint Jehu son of Nimshi; make him king over Israel. Finally, anoint Elisha son of Shaphat from Abel Meholah to succeed you as prophet. 17Anyone who escapes death by Hazael will be killed by Jehu; and anyone who escapes death by Jehu will be killed by Elisha. 18Meanwhile, I'm preserving for myself seven thousand souls: the knees that haven't bowed to the god Baal, the mouths that haven't kissed his image."

## Healing for the Healer

- **Self awareness is vital: Know who you are.**
- **There are self-reflection questions for self-awareness:**
  - Who am I?
  - What am I here for?
  - What is my path?
  - Why is there suffering?
  - Why is there evil?
  - Is death the end?
  - How can I serve God?
  - What gives my life meaning?
- Who will love me?
- How well am I able to love others?
- What is wrong with me?
- Where is God in my suffering?

## Self care is important to be a healthy Pastoral Caregiver

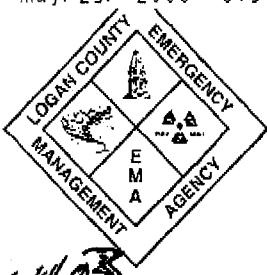
1. Be aware of your stress
2. It is OK to have feelings
3. Label the feelings and verbalize them
4. Ask for help- Professional colleagues
5. Go for debriefing for yourself
6. It is OK to cry and be humorous
7. Seek counseling
8. Follow up when requested

## Symptoms of Stress overload

When you are stressed and burnt out, you may have the following symptoms:

- Decision making becomes difficult.
- Excessive daydreaming or fantasizing about "getting away from it all."
- Increased use of substances:
  - Overeating
  - Cigarettes
  - Alcohol and other substances
  - Under-eating
  - Sugar Craving
  - Mood food
  - Use of diet pills (uppers and living on aspirin)
  - Caffeine-pop, coffee, tea, chocolate

- Thoughts trail off while speaking or writing.
- Sudden outburst of temper or hostility.
- Forgetfulness of appointment, deadlines.
- Excessive worrying about all things.
- Paranoid ideas and mistrust of family and friends.
- Reversals in usual behavior.
- Frequent spells of brooding and feelings of inadequacy.



# COUNTY EMERGENCY MANAGEMENT AGENCY

4403  
872  
May 2, 2006

[edit me] [REDACTED]

Dear Mr. [REDACTED],

I am writing on behalf of local health officials and emergency responders to request your attendance on short notice at a very important meeting to kickoff pandemic flu preparedness efforts for [REDACTED] County. The meeting is scheduled for **Friday, May 12<sup>th</sup> at 8:30 AM** and will be conducted at the [REDACTED] Public Library in the AcuSport Room, 220 North Main Street, [REDACTED], Ohio. Please plan for a 90-minute meeting.

Typically, we would offer more advanced notice for a meeting of this importance; however we have recently learned that ABC will air a made-for-television movie entitled *Fatal Contact: Bird Flu in America* on Tuesday, May 9<sup>th</sup>, 2006 beginning at 8 PM. Several leaders in the county are concerned that this program may cause the public to become alarmed. We feel that now is the time to gather all of our partners together and move forward into the next stage of planning.

The [REDACTED] County Catastrophic Emergency Operations Team (CEOT) is being re-activated to lead the way in the efforts to adequately manage a future pandemic flu event. The membership of the group is being expanded to include several parties that were not involved in prior efforts.

Please make plans to attend this important meeting and contact the EMA office at [REDACTED] if you will be unable to attend.

Sincerely,

Wes

[REDACTED],  
Director

**Our Mission:** To reduce the impact of natural and technological disasters on the [REDACTED] County area through effective planning, education, and resource management.

*MUST  
ENROLL*



## VOLUNTEER REGISTRATION FORM

Thank you for your interest in becoming a Logan County Citizen Corps volunteer. As a volunteer, you will be involved in citizen participation in homeland security related efforts.

Name: \_\_\_\_\_  
First \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

County: \_\_\_\_\_ Phone (H): \_\_\_\_\_ Phone (W): \_\_\_\_\_

Fax: \_\_\_\_\_ \*Best time to call: \_\_\_\_\_

E-mail: \_\_\_\_\_

Age:  14-17\*  18-24  25-54  55-59  60-65  66 & over

\*Name of parent/guardian, if under 18 \_\_\_\_\_ Phone: \_\_\_\_\_

Gender:  Male  Female Are you a veteran?  Yes  No

Employer: \_\_\_\_\_ Occupation: \_\_\_\_\_

In which activity are you most interested in participating?  CERT  Medical Reserve Corps

Neighborhood Watch  Volunteers in Police Service

How did you hear about the \_\_\_\_\_ County Citizen Corps?

Newspaper (city) \_\_\_\_\_  Radio (station) \_\_\_\_\_

Presentation/Meeting  Billboard  Website

Signature \_\_\_\_\_ Date \_\_\_\_\_

Return this form to: \_\_\_\_\_ County Citizen Corps, 1855 S. R. 47 W., \_\_\_\_\_  
For additional information, please visit [www.volunteersinaction.com](http://www.volunteersinaction.com) or call \_\_\_\_\_

*Personal contact information is for the exclusive use of the \_\_\_\_\_ County Citizen Corps.*

from this  
meeting -

I have "clean" copies of  
everything & needed

[REDACTED] County Catastrophic Emergency Operations Team (CEOT)  
Pandemic Flu Preparedness  
Meeting Agenda - May 12, 2006

1. Welcome & Introductions - [REDACTED] Dennis
2. Situation & Implications Presentation - Dr. [REDACTED]
3. Personal Preparedness - [REDACTED]
4. Business & Government Continuity of Operations - [REDACTED]
5. County Roadmap to Preparedness - [REDACTED]
  - a. Plans
  - b. Education
  - c. Local Response Structure
  - d. Meetings/Progress Reports
6. Brainstorming & Feedback - All
7. Next Meeting - Friday, July 14<sup>th</sup> at 8:30 AM  
Location to be announced

\* DHS/FEMA wants all county plans  
completed by Aug 31<sup>st</sup>

Recommended sites (By this meeting)

www.pandemicflu.gov

[REDACTED]

healthyamericans.org

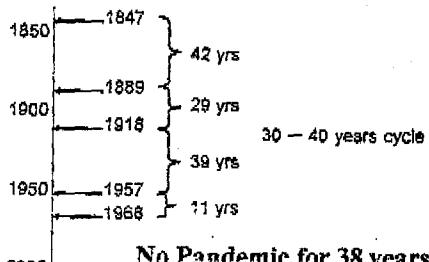
TRAINING.FEMA.gov/EMIWEB/IS/

### Pandemic Influenza Defined

- A global disease outbreak
- Rapid worldwide spread
- Severe economic and social disruption
- Healthcare systems overloaded

SEASIDE	PANDEMIC
Minor change in an already circulating virus	A virus totally new to humans
Population has partial immunity	No one in the world has any immunity
5-20% of population affected	>30% population affected
Worst complications for the very young, very old, and chronically ill	Cannot predict, but historically it was healthy people under 35
Vaccine protective, anti-virals effective	No vaccine; anti-viral effectiveness uncertain

### Past Influenza Pandemics



## Pandemic Influenza

Global Implications, Local Preparations

Boyd C. Hoddinott, M.D.  
Health Commissioner

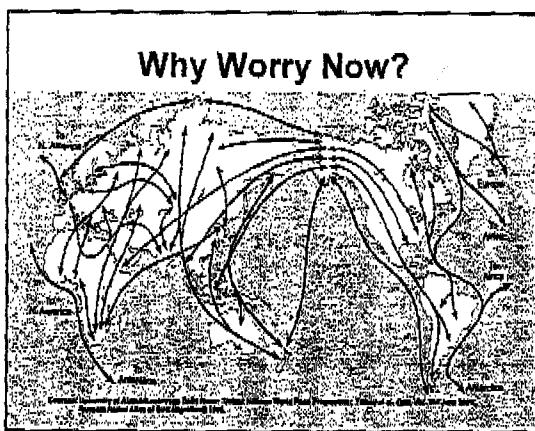
### Emergency Flu Hospital Kansas 1919



Courtesy of National Museum of Health and Medicine, Armed Forces Institute of Pathology, Washington, DC

## Objectives

- Overview of Pandemic implications
- Possible worst-case local scenario
- Local planning and preparation
- Role of Logan County Health District
- What can you do?



## Why Worry Now?

- H5N1 bird flu is rapidly changing and spreading
- H5N1 has two characteristics of a pandemic virus:
  1. No pre-existing immunity in population
  2. Ability to cause serious illness
  3. But *not* easy human to human spread
- Common denominator last 3 pandemics: *origin in birds*



## Planning Assumptions

- Vaccine unavailable in first 6 months
- Anti-viral quantity and efficacy severely limited
- 40% absenteeism rate
- Limited travel, no public gatherings (e.g. funerals)
- Total disruption to usual services (water, garbage, stores, banks, government) and economy



3

**Worst Case Scenario - [REDACTED] County**  
(population ≈ 48,000)

**16,000 ill**



---

---

---

---

---

---

---

**Worst Case Scenario - [REDACTED] County**  
(population ≈ 48,000)

**8,000 need  
medical care**

**(more will seek it)**



---

---

---

---

---

---

---

**Worst Case Scenario - [REDACTED] County**  
(population ≈ 48,000)



**1,600 need hospital care**

---

---

---

---

---

---

---

**Worst Case Scenario - [REDACTED] County**  
(population ≈ 48,000)



**267 need ICU**

---

---

---

---

---

---

---

**Worst Case Scenario - [REDACTED] County**  
(population ≈ 48,000)



**133 need  
respirators**

---

---

---

---

---

---

---

**Worst Case Scenario - [REDACTED] County**  
(population ≈ 48,000)

**1,200 deaths**



---

---

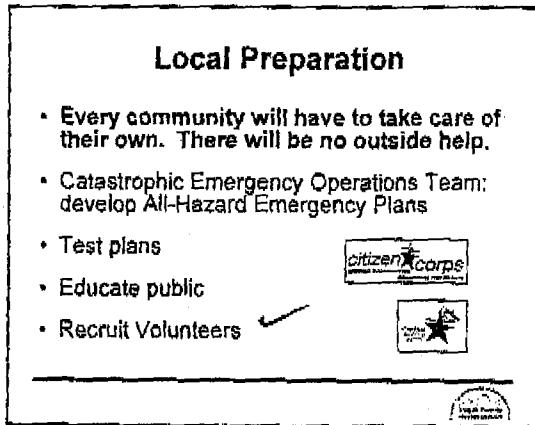
---

---

---

---

---



"this is a good time to  
get on board w/ current  
exp., etc"

---



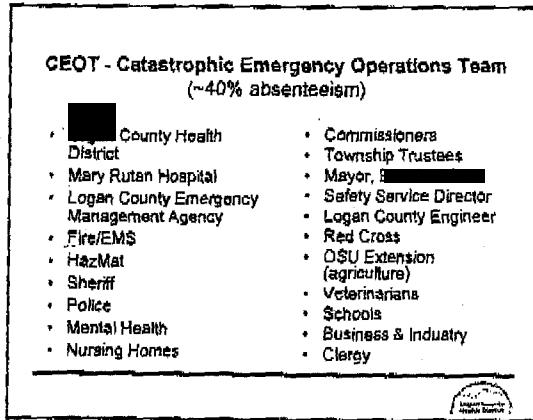
---



---



---



This is local -  
developed by national  
org - FEMA, red cross,  
nationwide insurance,

DHS

---



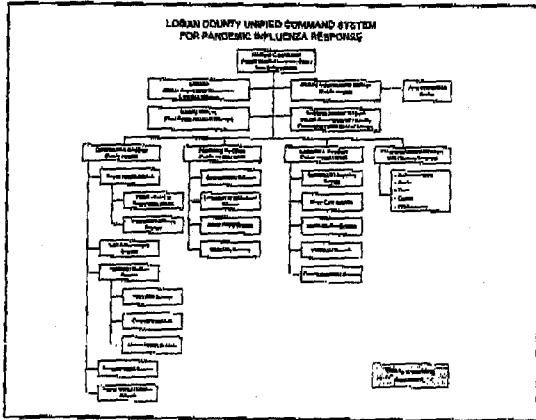
---



---



---



## **Role of the Health District**

1. Identify health hazards
2. Provide public information
3. Prevent spread of disease
  - Mass Vaccination / Prophylaxis
  - ✓ - "Pills in People's Palms" in 48 Hours
  - Quarantine/ Isolation



Every Course  
Counts

## **Quarantine—Special**

This card is erected by the Board of Health in co-operation with this family and their physician, for the purpose of protecting the health and safety of the community.

**Do not enter or leave premises without permission from the**

# **BOARD OF HEALTH**

## **Household and Business Preparedness**

## **Emergency Preparedness Coordinator/ Epidemiologist**

"Pity in Peoples Palms" -  
coordinated w/ CDC -  
state mental health -  
QUARANTINE likely -  
in homes, at work, disruption  
of public activity -  
("Social Distancing" = QUARANTINE)

From 1918, 40's

**What Can You Do?**

**Keep on hand:**

- non-perishable food
- water
- prescription medication for 4-6 weeks
- cough & cold medicine
- Gatorade or Kool-Aid
- vitamins
- soap and hand sterilizer
- tissues



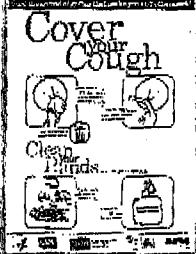
U.S. DEPARTMENT OF HOMELAND SECURITY

at least 3 weeks

"3 months is better"

"as much as you can"

**What Can You Do?**



**Teach children to:**

- Wash hands often with soap and water
- Cover coughs & sneezes with tissues or elbow
- Stay away from others who are sick
- Stay home if ill



---

---

---

---

---

---

**What Can You Do?**

**Work together:**

- Help special populations in your community
  - elderly
  - disabled
  - poor
  - single parents
  - those with language barriers



U.S. DEPARTMENT OF HOMELAND SECURITY

---

---

---

---

---

---

**What Can You Do?**

**Volunteer**

**citizen corps**  
United Communities  
Participate. Give Service.

- During planning
- During event
  - May put you and your family higher on the list for anti-virals or vaccination

Official Volunteers & Families  
get first medical  
treatment -  
  
JOIN CC & get you  
and your family a better  
chance of survival

## What Can You Do for Your Business?

**Centers for Disease Control and Prevention (CDC)  
Planning Checklists @ [www.pandemicflu.gov](http://www.pandemicflu.gov)**

- State and local agencies
- EMS
- Hospitals
- Medical offices & clinics
- Home health agencies
- Faith-based & community organizations
- Schools
- Colleges & universities
- Childcare and preschool

---

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## What Can You Do for Your Business?

---

---

---

---

---

---

---

## What Can You Do for Your Business?

### **Identify and Educate Planning Team**

- Meet with state & local health officials
- Develop factual summary
- Gain awareness using Avian Flu scenario
- Establish planning framework
- Get on CDC list-serv



## What Can You Do for Your Business?

### **Prepare your Plan**

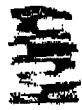
- Develop business continuity plan
- Stages
  - Prepare
  - Monitor
  - Isolate & Treat
- Include a communication plan
- Know where employees are located
- Exercise the plan
  - Test phone trees with drills



## What Can You Do for Your Business?

#### **Develop Policy & Procedures**

- Chain of Command
- Adequate back-up/cross-training
- Flexible Schedule / Telecommuting / Travel Restrictions
- Sick Leave Policy
  - Define: "Coming to work sick"
- Employee Healthcare Capability and Access



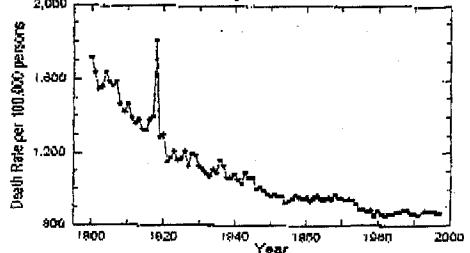
## What Can You Do for Your Business?

### Create Employee Training Program

- History
  - 20<sup>th</sup> Century Death Rate graph
- H5N1 virus, symptoms, transmission
- Threat of pandemic flu and consequences
- Personal & family protection
- Company Response Plan
- Resources
- Questions



## 20<sup>th</sup> Century Death Rate



Cross-Density Rate: U.S. 1800-1997. U.S. Bureau of the Census, *Historical Statistics of the United States: Colonial Times to 1970*, (Bicentennial Edition, Parts 1 & 2, Washington DC: U.S. Bureau of the Census); 1971, U.S. Bureau of the Census, *Statistical Abstract of the United States: 1999* (119th edition, Washington DC: 1998), and earlier editions in this annual series. Found at <http://www.census.gov/compendia/statab/cats/death.html>.



## What Can You Do for Your Business?

### Purchase

- Assess clinic needs
- Stockpile supplies for 4-6 weeks
- Provide employees workplace cleaning supplies
- Have communication materials ready to go



### What Can You Do for Your Business?

#### Coordinate

- Meet with other employers to form corporate leadership group
- Identify contacts
- Review local government action plans
- Make information available to others
- Utilize web sites

### Household and Business Preparedness

Get Informed:  
[pandemicflu.gov](http://pandemicflu.gov)

[healthycitizen.org](http://healthycitizen.org)  
[training.fema.gov/EMIWeb/IS/](http://training.fema.gov/EMIWeb/IS/)

This program/plan is for any emergency situation

CCESL - schools can disseminate info  
 always students to families

ODH - decides who gets vaccine

MCH - women - "where am I now from city?"

plan ADH , ODH done.  
 CDC Aug 31<sup>st</sup> public be  
 ready to move plan as of  
 2007  
 2. ask DOD to provide implementation support  
 mutual aid resources will not  
 be available -  
 What is Fed plan?!, Govt never -  
 Disaster (Illness - who gets what -  
 priority - who deserves what)

